





Telehealth Guide

Clients utilizing telehealth services (video chat) should follow the guide below to ensure access to scheduled sessions with their providers.

1. Clients should download the Zoom app to their cell phone or computer. Sessions will be facilitated via Zoom. OneEighty staff can assist clients in downloading this app, if needed.
2. Clients will receive an email which contains a link for their video session.
3. Clients will start video call by clicking “JOIN MEETING” at their appointment time which will open the Zoom application and will start the call.

The email will look like this example:

 OneEighty Inc. [Telemedicine Visit] <TelemedVisit@alert.insynchcs.net>  | ...
To: client@email.com

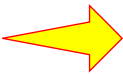
Hello Client

Your Telemedicine Appointment is scheduled with **Clinician's Name** on
Scheduled date at scheduled time

Type of Visit: Telemedicine Visit (Diagnostic Assessment - Adult)

You may join the meeting by clicking on the below link. Please make sure you are using a device that has a camera either connected or built in as this will be a video conference between you and your provider. You can also click the Join Meeting below a few minutes before the meeting start time to give your device a chance to connect to the video conference.

NOTE: If you are using a smart phone or tablet, you will be prompted to download the Zoom app. The prompt will appear after you click the JOIN MEETING link below. Please be sure to download the app in order to join your meeting.

Click here to start video call  [JOIN MEETING](#)

Regards,
OneEighty Inc.
